



State of Rhode Island  
Department of Administration / Division of Purchases  
One Capitol Hill, Providence, Rhode Island 02908-5855  
Tel: (401) 574-8100 Fax: (401) 574-8387

October 29, 2015

<b>ADDENDUM # 3</b>
---------------------

**RFP: 7549937**

**Title: EOHHS HSRI Contact Center**

**Bid Closing Date & Time: November 6, 2015 at 10:30 am (Eastern Time)**

---

**Notice to Vendors**

**Clarification:**

**Regarding Questions/Responses #19, 32, 53, 103, 128, 130, and 176:** Each of these responses referenced attachments/exhibits that were not provided in the original response document. The referenced information includes only one exhibit, which is now included in this document in support of responses to questions 103 and 130 only. Responses to questions 19, 32, 53, 128 and 176 should not have included any reference to additional attachments/exhibits. Please see revised responses below to all of these questions (19, 32, 53, 103, 128, 130 and 176).

**David J. Francis**  
**Interdepartmental Project Manager**

*Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.*

**Question 19:** Please provide the average talk time.

Answer to question 19: The average talk time varies throughout the year. The current *talk* time is averaging at about 10-11 minutes per call. As noted in the answer to question 32, average *handle* time is 17 minutes per call.

**Question 32:** What is the AHT associated with the call volumes that have been provided?

Answer to question 32: The AHT associated with the call volumes is a function of many factors. This is an average that varies throughout the year. Currently, the handle time varies; with an average of 17 minutes.

**Question 53:** “The Contact Center will accept all incoming calls and route them to the appropriate internal CSR (using skill-based routing), external staff or other entities (e.g., Operations team(s) for Tier 2 support, SHOP support team, HSRI or EOHHS staff, brokers, carriers, in-person assisters and other parties designated by the state). The Center will provide services necessary to determine the purpose of the call and then determine the proper recipient for the caller. Expected inquiry types include: billing/payment, notices, renewals, enrollment, coverage issues, benefit questions, health plan selection, technical assistance, changes in circumstance, account updates, tax credit questions, 1095 inquiries, policy, complex case resolutions, and referrals to other agencies or programs.”

Please describe how calls are presently handled by the incumbent vendor. Are there different teams to handle QHP, Medicaid and SHOP? What is envisioned under this RFP (one team to handle all?) What is the distribution of staff and call volume for each of these call types?

Answer to question 53: In relation to SHOP, per the RFP:  
It is important to note that the SHOP Contact Center component of these programs is not part of this procurement and is being procured and serviced separately from this procurement. This structure does not prohibit RI from absorbing the SHOP Contact Center into the Contact Center resulting from this procurement at some future date.

See question 52 on breakdown of call types, specifically that 2/3 of the call volume comes from our Medicaid customers. We are currently transitioning to a model in which state staff from the Department of Human Services will provide Tier 2 support for certain Medicaid-eligible callers. At this time, with the exception of SHOP calls which are handled by a dedicated team, all calls are handled by all representatives; skill-based routing is not currently being utilized. The State is open to receiving proposals and recommendations on the best way to structure the contact center for optimal service and efficiency.

**Question 103:** Please provide historical staffing volumes by month. Please describe the anticipated staff size at the time of vendor transition, February 1, 2016.

Answer to question 103: The State is not providing historical staffing volume. Additional enrollment data, which may or may not be useful to bidders, has been provided at the end of this document. Anticipated staffing at February 1, 2016 will reflect both the end of Open Enrollment and any new vendor's staffing plan and readiness. As such, no staffing projection can be made at this time.

**Question 128:** Please provide the average call handling time (time spent by a CSR on each call on an average). This data is very important for us to estimate the number of CSRs required to handle the calls.

Answer to question 128: See questions 19 and 32.

**Question 130:** Please provide the approximate increase in call volume YoY.

Answer to question 130: Please see response to question 129. The State is not providing any additional call volume data. Additional enrollment data, which may or may not be useful to bidders, has been attached at the end of this document.

**Question 176:** Failure to meet any service level will result in a penalty as described in the following table.

Please provide the SLA performance for the incumbent over the past 12 months with the associated penalty dollars assessed

Answer to question 176: The State declines to answer this question.

**Regarding Questions/Responses #77, 115, 162 and 170** relating to the RFP response date: The RFP due date is now November 6, 2015 at 11:00AM EDT.

**Regarding Question 126:** This question was not answered in the original response document. The answer is - "Security guidelines are consistent federal regulations and state policy, but are not available to the general public. Upon contract award said guidelines will be disclosed to the vendor."

